

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

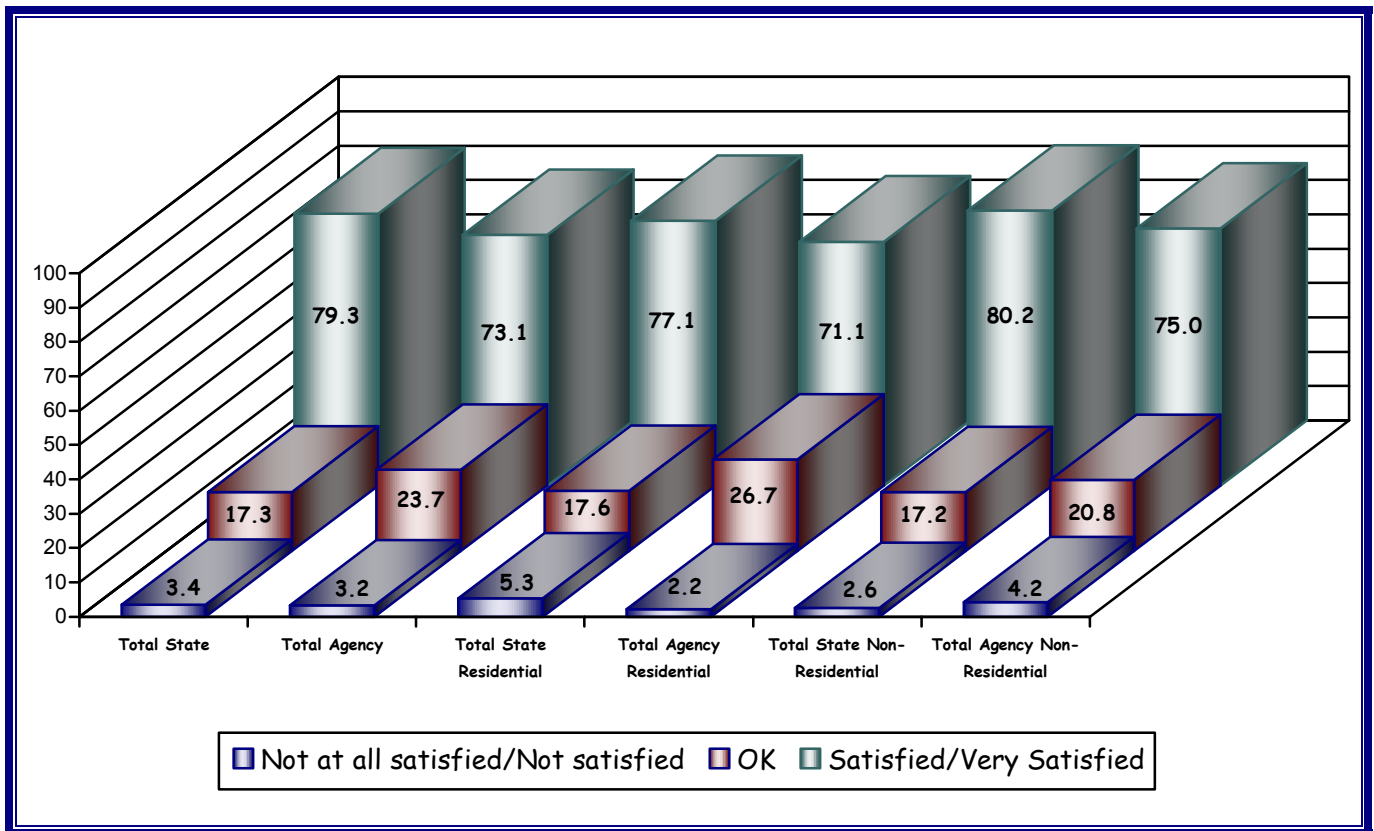
Agency: Preferred Family Healthcare, Inc.

Data: Total Kirksville Facility

Demographics: Total Kirksville

| | | Agency Survey Returns | | |
|-----------------|------------------|---------------------------------|--------------------------------|------------------------------------|
| | | Total Consumers Total Agency | Total Consumers Residential | Total Consumers Non-Residential |
| SEX | Male | 57.0% | 68.2% | 46.9% |
| | Female | 43.0% | 31.8% | 53.1% |
| RACE | White | 87.1% | 81.8% | 91.8% |
| | Black | 5.4% | 9.1% | 2.0% |
| | Hispanic | 2.2% | 2.3% | 2.0% |
| | Native American | 2.2% | 4.5% | 0% |
| | Pacific Islander | 0% | 0% | 0% |
| | Other | 3.2% | 2.3% | 4.1% |
| | | | | |
| MEAN AGE | | 24.41 | 24.37 | 24.44 |
| | 0-17 | 40.7% | 44.2% | 37.5% |
| | 18-49 | 57.1% | 53.5% | 60.4% |
| | 50+ | 2.2% | 2.3% | 2.1% |

Overall Satisfaction with Services: Total Kirksville



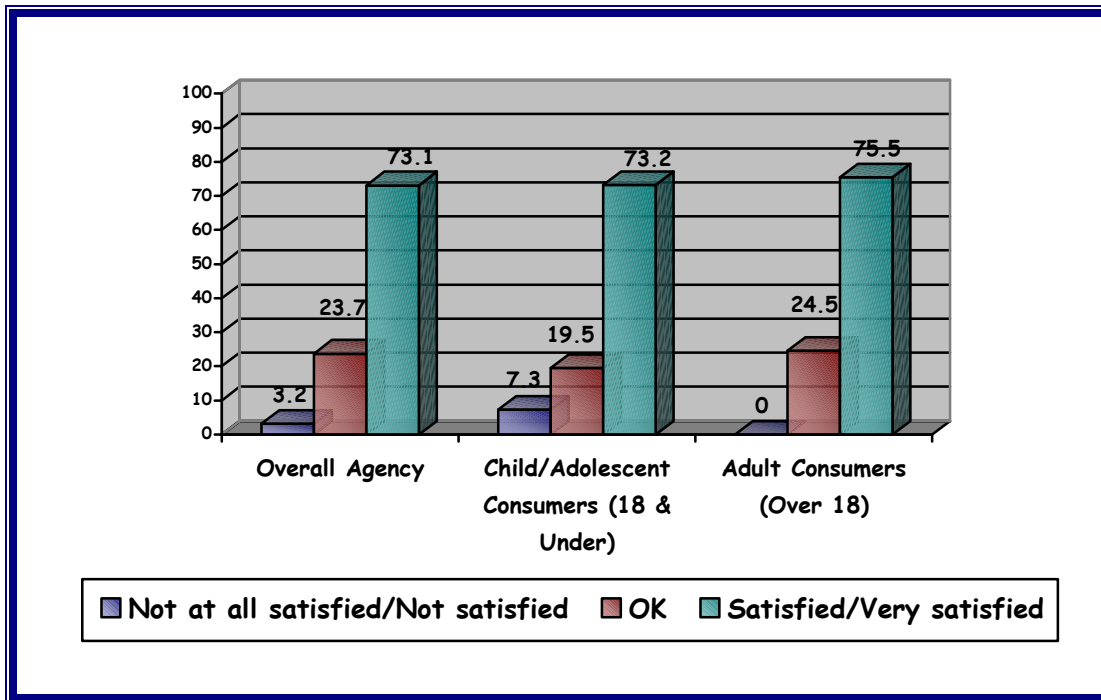
Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was lower than the state average (73.1% for this agency versus 79.3% for the state).
- The total State Residential Program had a rating of 77.1% as "satisfied" or "very satisfied". This agency's Residential Program was rated lower, with a rating of 71.1%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This agency's Non-Residential Program was rated lower, with a rating of 75.0% "satisfied" or "very satisfied" with services.

Overall Satisfaction with Services

Comparison of Adults & Children: Total Kirksville



| | Total Agency Consumers (a) | Child/Adolescent Consumers 18 & Under | Adult Consumers Over 18 |
|---|----------------------------|---------------------------------------|-------------------------|
| Not at all satisfied/Not satisfied | 3.2% (3) | 7.3% (3) | - (0) |
| OK | 23.7% (22) | 19.5% (8) | 24.5% (12) |
| Satisfied/Very satisfied | 73.1% (68) | 73.2% (30) | 75.5% (37) |
| Overall Mean Rating of Satisfaction with Services | 4.11 (93) | 3.90 (41) | 4.31 (49) |

(a) All consumers did not specify their age. Therefore the number of child/adolescent and adult consumers does not add to the total agency consumer number.

The key finding was:

- For both the percent of consumers satisfied with services and the mean satisfaction with services ratings, the adult consumers were more satisfied than the child/adolescent consumers.

Satisfaction with Services: Total Kirksville

| How satisfied are you . . . | Total Consumers | | Total Residential Consumers | | Total Non-Residential Consumers | |
|---|-----------------|--------------|-----------------------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.22 (1915) | 4.05 (92) | 4.16 (546) | 3.95 (44) | 4.24 (1369) | 4.15 (48) |
| with how much your staff know about how to get things done? | 4.08 (1911) | 3.90 (92) | 4.00 (545) | 3.77 (44) | 4.11 (1366) | 4.02 (48) |
| with how staff keep things about you and your life confidential? | 4.21 (1919) | 4.20 (92) | 4.20 (548) | 4.05 (44) | 4.21 (1371) | 4.33 (48) |
| that your treatment plan has what you want in it? | 4.11 (1907) | 3.98 (92) | 4.10 (542) | 3.84 (44) | 4.12 (1365) | 4.10 (48) |
| that your treatment plan is being followed by those who assist you? | 4.16 (1898) | 4.13 (91) | 4.19 (543) | 4.23 (44) | 4.14 (1355) | 4.04 (47) |
| that the agency staff respect your ethnic and cultural background? | 4.29 (1876) | 4.32 (92) | 4.27 (530) | 4.24 (45) | 4.29 (1346) | 4.38 (47) |
| with the services that you receive? | 4.20 (1915) | 4.11 (93) | 4.14 (546) | 4.07 (45) | 4.23 (1369) | 4.15 (48) |
| Non-Residential Facilities Only: | | | | | | |
| that services are provided in a timely manner? | 4.08 (1373) | 4.06 (47) | - (0) | - (0) | 4.08 (1373) | 4.06 (47) |
| Residential Facilities Only: | | | | | | |
| that the staff treats you with respect, courtesy, caring, kindness? | 4.07 (548) | 3.73 (45) | 4.07 (548) | 3.73 (45) | - (0) | - (0) |
| that the environment is clean and comfortable? | 4.10 (547) | 3.84 (43) | 4.10 (547) | 3.84 (43) | - (0) | - (0) |
| with opportunities for exercise and relaxation? | 3.51 (537) | 3.30 (44) | 3.51 (537) | 3.30 (44) | - (0) | - (0) |
| that the meals are good, nutritious and in sufficient amounts? | 3.81 (528) | 3.71 (45) | 3.81 (528) | 3.71 (45) | - (0) | - (0) |
| with the childcare provided by the agency? | 3.98 (43) | - (0) | 3.98 (43) | - (0) | - (0) | - (0) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied). The ratings of this agency on those seven questions ranged from 3.90 to 4.32.
- The ratings of the Residential Program for this agency ranged from 3.30 to 4.24. The highest rated item was that the agency staff respect the consumer's ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.02 to 4.38. The highest rated item was that the agency staff respect the consumer's ethnic and cultural background and the lowest rated item was with how much staff know about how to get things done.

Satisfaction with Quality of Life: Total Kirksville

| How satisfied are you . . . | Total Consumers | | Total Residential Consumers | | Total Non-Residential Consumers | |
|---|-----------------|--------------|-----------------------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.69 (1904) | 3.58 (92) | 3.56 (544) | 3.24 (45) | 3.74 (1360) | 3.89 (47) |
| with where you live? | 3.77 (1885) | 3.75 (91) | 3.79 (541) | 3.67 (45) | 3.77 (1344) | 3.83 (46) |
| with the amount of choices you have in your life? | 3.63 (1917) | 3.45 (92) | 3.67 (544) | 3.49 (45) | 3.62 (1373) | 3.40 (47) |
| with the opportunities/ chances you have to make friends? | 3.82 (1907) | 4.01 (93) | 3.97 (544) | 3.91 (45) | 3.76 (1363) | 4.10 (48) |
| with your general health care? | 3.80 (1872) | 3.95 (88) | 3.82 (533) | 3.79 (43) | 3.80 (1339) | 4.11 (45) |
| with what you do during your free time? | 3.74 (1897) | 3.66 (92) | 3.60 (538) | 3.41 (44) | 3.79 (1359) | 3.90 (48) |
| How safe do you feel . . . | | | | | | |
| in this facility? (<i>Residential Only</i>) | 4.25 (547) | 4.11 (44) | 4.25 (547) | 4.11 (44) | - (0) | - (0) |
| in your home? | 4.26 (1897) | 4.32 (90) | 4.19 (530) | 4.30 (44) | 4.29 (1367) | 4.35 (46) |
| in your neighborhood? | 4.08 (1894) | 4.05 (91) | 3.96 (532) | 3.80 (44) | 4.12 (1362) | 4.30 (47) |
| The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.32) and least satisfied with the amount of choices they have in their lives (mean of 3.45).
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 4.30) and least satisfied with how they spend their day (mean of 3.24).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.35) and least satisfied with the amount of choices they have in their lives (mean of 3.40).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

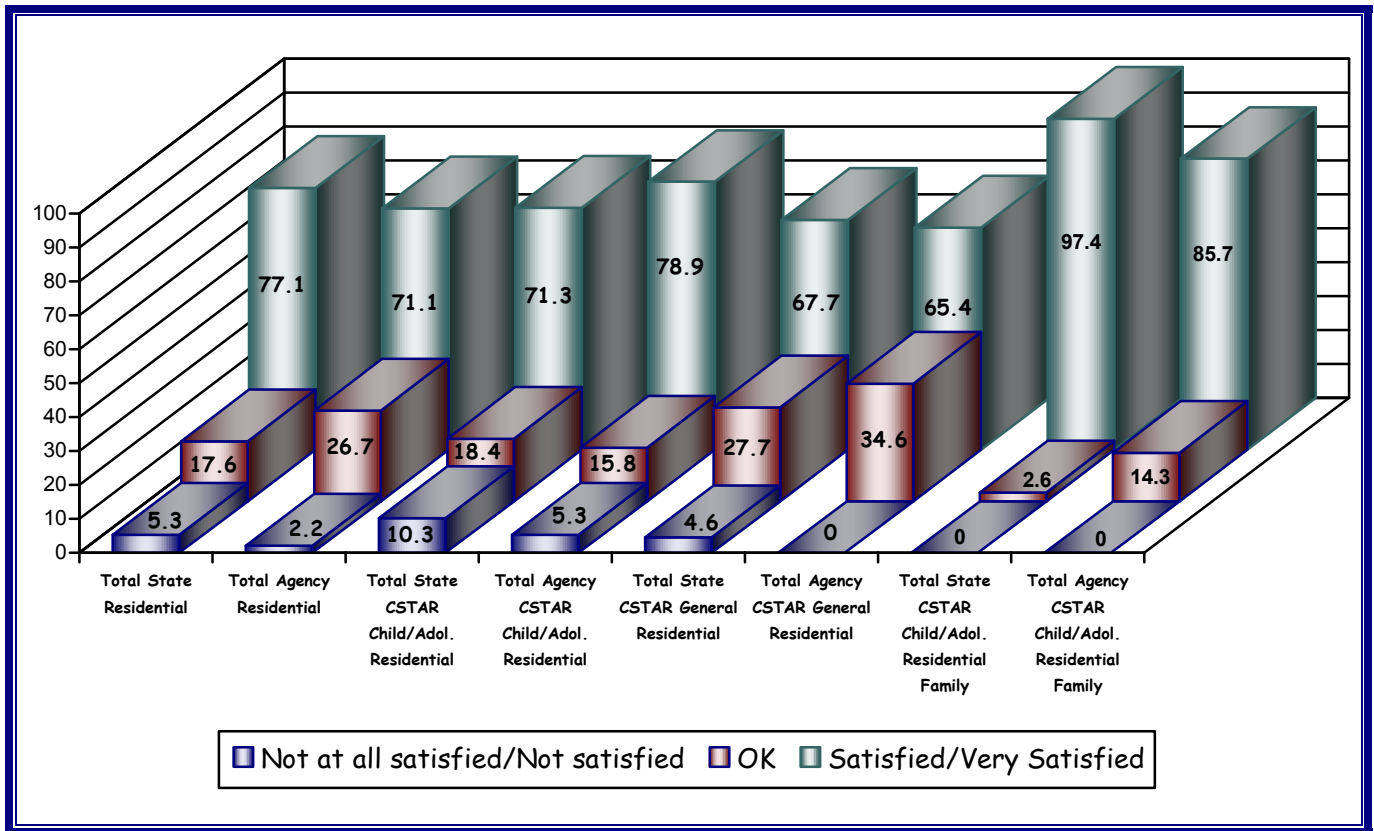
Agency: Pathways Community Behavioral Healthcare, Inc.

Data: Total Kirksville Residential

Demographics: Kirksville Residential

| | | Agency Survey Returns | | | |
|----------|------------------|-----------------------------|-------------------------|---------------|--------------------------------|
| | | Total Consumers Residential | CSTAR Child/ Adolescent | CSTAR General | CSTAR Child/ Adolescent Family |
| SEX | Male | 68.2% | 73.7% | 64.0% | 85.7% |
| | Female | 31.8% | 26.3% | 36.0% | 14.3% |
| RACE | White | 81.8% | 89.5% | 76.0% | 100.0% |
| | Black | 9.1% | 10.5% | 8.0% | 0% |
| | Hispanic | 2.3% | 0% | 4.0% | 0% |
| | Native American | 4.5% | 0% | 8.0% | 0% |
| | Pacific Islander | 0% | 0% | 0% | 0% |
| | Other | 2.3% | 0% | 4.0% | 0% |
| | | | | | |
| MEAN AGE | | 24.37 | 15.58 | 31.33 | 15.71 |
| | 0-17 | 44.2% | 100.0% | 0% | 100.0% |
| | 18-49 | 53.5% | 0% | 95.8% | 0% |
| | 50+ | 2.3% | 0% | 4.2% | 0% |

Overall Satisfaction with Services: Kirksville Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (71.1% for this agency versus 77.1% for the state).
- The CSTAR Child/Adolescent Program was rated higher than the CSTAR General Program (78.9% versus 65.4%).

Satisfaction with Services: Kirksville Residential

| How satisfied are you . . . | Total Residential Consumers | | CSTAR Child/Adolescent Residential Consumers | | CSTAR General Residential Consumers | | CSTAR Child/Adolescent Residential Family Members | |
|---|-----------------------------|--------------|--|--------------|-------------------------------------|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.16 (546) | 3.95 (44) | 3.91 (87) | 3.84 (19) | 3.95 (61) | 4.04 (25) | 4.46 (39) | 3.57 (7) |
| with how much your staff know about how to get things done? | 4.00 (545) | 3.77 (44) | 3.87 (87) | 3.79 (19) | 3.68 (63) | 3.76 (25) | 4.41 (39) | 3.57 (7) |
| with how staff keep things about you and your life confidential? | 4.20 (548) | 4.05 (44) | 3.93 (86) | 4.42 (19) | 4.00 (64) | 3.76 (25) | 4.61 (38) | 3.71 (7) |
| that your treatment plan has what you want in it? | 4.10 (542) | 3.84 (44) | 3.94 (87) | 3.84 (19) | 3.92 (63) | 3.84 (25) | 4.37 (38) | 3.29 (7) |
| that your treatment plan is being followed by those who assist you? | 4.19 (543) | 4.23 (44) | 4.06 (87) | 4.37 (19) | 4.09 (64) | 4.12 (25) | 4.55 (38) | 3.71 (7) |
| that the agency staff respect your ethnic and cultural background? | 4.27 (530) | 4.24 (45) | 4.17 (86) | 4.37 (19) | 4.17 (64) | 4.15 (26) | 4.64 (39) | 4.00 (7) |
| with the services that you receive? | 4.14 (546) | 4.07 (45) | 3.97 (87) | 4.05 (19) | 3.98 (65) | 4.08 (26) | 4.62 (39) | 3.86 (7) |
| that the staff treats you with respect, courtesy, caring and kindness? | 4.07 (548) | 3.73 (45) | 3.80 (86) | 3.63 (19) | 3.89 (63) | 3.81 (26) | 4.64 (39) | 3.57 (7) |
| that the environment is clean and comfortable? | 4.10 (547) | 3.84 (43) | 3.92 (86) | 4.16 (19) | 3.76 (62) | 3.58 (24) | 4.56 (39) | 3.71 (7) |
| with opportunities for exercise and relaxation? | 3.51 (537) | 3.30 (44) | 3.52 (86) | 3.79 (19) | 3.03 (62) | 2.92 (25) | 4.38 (39) | 3.57 (7) |
| that the meals are good, nutritious and in sufficient amounts? | 3.81 (528) | 3.71 (45) | 3.69 (87) | 4.21 (19) | 3.42 (64) | 3.35 (26) | 4.42 (38) | 4.00 (7) |
| with the childcare provided by the agency? | 3.98 (43) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Residential Program ranged from 3.30 to 4.24. The highest rated item for this agency was that the agency staff respect the consumer's ethnic and cultural background (mean of 4.24) and the lowest rated item was with opportunities for exercise and relaxation (mean of 3.30).
- The CSTAR Child/Adolescent and CSTAR General Residential Consumers were both satisfied with the services they received.

Satisfaction with Quality of Life: Kirksville Residential

| How satisfied are you . . . | Total Residential Consumers | | CSTAR Child/Adolescent Residential Consumers | | CSTAR General Residential Consumers | | CSTAR Child/Adolescent Residential Family Members | |
|--|-----------------------------|--------------|--|--------------|-------------------------------------|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.56 (544) | 3.24 (45) | 3.24 (87) | 3.21 (19) | 3.38 (64) | 3.27 (26) | 4.31 (39) | 3.86 (7) |
| with where you live? | 3.79 (541) | 3.67 (45) | 3.80 (87) | 3.89 (19) | 3.53 (64) | 3.50 (26) | 4.39 (38) | 3.86 (7) |
| with the amount of choices you have in your life? | 3.67 (544) | 3.49 (45) | 3.32 (87) | 3.42 (19) | 3.63 (64) | 3.54 (26) | 4.31 (39) | 4.00 (7) |
| with the opportunities/ chances you have to make friends? | 3.97 (544) | 3.91 (45) | 3.92 (87) | 3.95 (19) | 3.78 (64) | 3.88 (26) | 4.26 (39) | 4.14 (7) |
| with your general health care? | 3.82 (533) | 3.79 (43) | 3.70 (81) | 3.72 (18) | 3.75 (64) | 3.84 (25) | 4.46 (39) | 4.00 (7) |
| with what you do during your free time? | 3.60 (538) | 3.41 (44) | 3.50 (86) | 3.47 (19) | 3.40 (62) | 3.36 (25) | 4.18 (38) | 3.71 (7) |
| How safe do you feel . . . | | | | | | | | |
| in this facility | 4.25 (547) | 4.11 (44) | 4.12 (86) | 4.21 (19) | 3.86 (64) | 4.04 (25) | 4.66 (38) | 4.29 (7) |
| in your home? | 4.19 (530) | 4.30 (44) | 4.17 (87) | 4.32 (19) | 4.16 (62) | 4.28 (25) | 4.44 (39) | 4.43 (7) |
| in your neighborhood? | 3.96 (532) | 3.80 (44) | 3.91 (87) | 3.63 (19) | 3.78 (63) | 3.92 (25) | 4.10 (39) | 4.29 (7) |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program were most satisfied with how safe they feel in their home (mean of 4.30) and least satisfied with how they spend their day (mean of 3.24).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

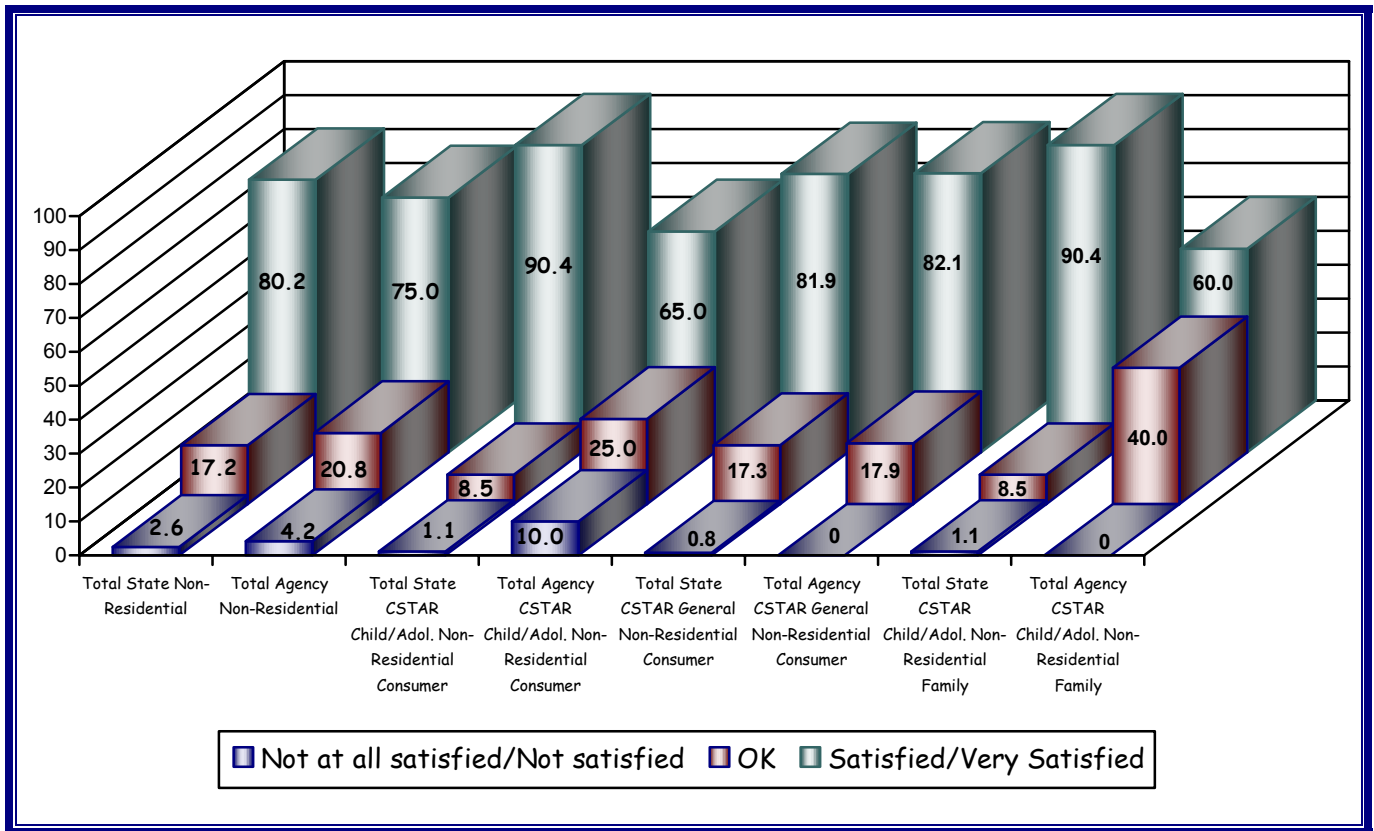
Agency: Pathways Community Behavioral Healthcare, Inc.

Data: Total Kirksville Non-Residential

Demographics: Kirksville Non-Residential

| | | Agency Survey Returns | | | |
|----------|------------------|---------------------------------|----------------------------------|-------------------------|-------------------------------|
| | | Total Consumers Non-Residential | CSTAR Child/Adolescent Consumers | CSTAR General Consumers | CSTAR Child/Adolescent Family |
| SEX | Male | 46.9% | 35.0% | 55.2% | 75.0% |
| | Female | 53.1% | 65.0% | 44.8% | 25.0% |
| RACE | White | 91.8% | 90.0% | 93.1% | 100.0% |
| | Black | 2.0% | 0% | 3.4% | 0% |
| | Hispanic | 2.0% | 5.0% | 0% | 0% |
| | Native American | 0% | 0% | 0% | 0% |
| | Pacific Islander | 0% | 0% | 0% | 0% |
| | Other | 4.1% | 5.0% | 3.4% | 0% |
| MEAN AGE | | 24.44 | 15.68 | 30.17 | 15.80 |
| | 0-17 | 37.5% | 94.7% | 0% | 100.0% |
| | 18-49 | 60.4% | 5.3% | 96.6% | 0% |
| | 50+ | 2.1% | 0% | 3.4% | 0% |

Overall Satisfaction with Services: Kirksville Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (75.0% for this agency versus 80.2% for the state).
- The CSTAR General Non-Residential Consumers rated the program highly with 82.1% "satisfied" or "very satisfied".

Satisfaction with Services: Kirksville Non-Residential

| How satisfied are you ... | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumer | | CSTAR General Non-Residential Consumer | | CSTAR Child/Adolescent Non-Residential Family | |
|---|---------------------------------|--------------|---|--------------|--|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.24 (1369) | 4.15 (48) | 4.18 (156) | 3.75 (20) | 4.34 (250) | 4.43 (28) | 4.55 (94) | 4.20 (5) |
| with how much your staff know about how to get things done? | 4.11 (1366) | 4.02 (48) | 3.99 (155) | 3.60 (20) | 4.24 (250) | 4.32 (28) | 4.45 (94) | 4.00 (5) |
| with how staff keep things about you and your life confidential? | 4.21 (1371) | 4.33 (48) | 4.23 (154) | 4.20 (20) | 4.24 (250) | 4.43 (28) | 4.72 (93) | 4.20 (5) |
| that your treatment plan has what you want in it? | 4.12 (1365) | 4.10 (48) | 3.98 (157) | 3.60 (20) | 4.22 (248) | 4.46 (28) | 4.41 (94) | 4.00 (5) |
| that your treatment plan is being followed by those who assist you? | 4.14 (1355) | 4.04 (47) | 3.85 (156) | 3.42 (19) | 4.24 (245) | 4.46 (28) | 4.43 (94) | 4.00 (5) |
| that the agency staff respect your ethnic and cultural background? | 4.29 (1346) | 4.38 (47) | 4.33 (156) | 4.10 (20) | 4.31 (239) | 4.59 (27) | 4.62 (91) | 4.00 (5) |
| with the services that you receive? | 4.23 (1369) | 4.15 (48) | 4.10 (155) | 3.75 (20) | 4.31 (249) | 4.43 (28) | 4.50 (94) | 4.00 (5) |
| that services are provided in a timely manner? | 4.08 (1373) | 4.06 (47) | 4.00 (155) | 3.89 (19) | 4.14 (251) | 4.18 (28) | 4.46 (93) | 4.20 (5) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 4.02 to 4.38. The highest rated item for this agency was that the agency staff respect the consumer's ethnic and cultural background (mean of 4.38) and the lowest rated item was with how much staff know about how to get things done (mean of 4.02).
- The CSTAR General Consumers were more satisfied with the services that they received than the CSTAR Child/Adolescent Consumers were.

Satisfaction with Quality of Life: Kirksville Non-Residential

| | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumer | | CSTAR General Non-Residential Consumer | | CSTAR Child/Adolescent Non-Residential Family | |
|--|---------------------------------|--------------|---|--------------|--|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency |
| How satisfied are you . . . | | | | | | | | |
| with how you spend your day? | 3.74 (1360) | 3.89 (47) | 3.52 (153) | 3.21 (19) | 3.88 (251) | 4.36 (28) | 3.81 (91) | 3.25 (4) |
| with where you live? | 3.77 (1344) | 3.83 (46) | 3.60 (151) | 3.63 (19) | 3.80 (247) | 3.96 (27) | 4.07 (92) | 4.00 (5) |
| with the amount of choices you have in your life? | 3.62 (1373) | 3.40 (47) | 3.25 (155) | 2.85 (20) | 3.65 (251) | 3.81 (27) | 4.02 (92) | 4.20 (5) |
| with the opportunities/chances you have to make friends? | 3.76 (1363) | 4.10 (48) | 3.88 (155) | 4.05 (20) | 3.80 (248) | 4.14 (28) | 3.80 (92) | 3.20 (5) |
| with your general health care? | 3.80 (1339) | 4.11 (45) | 3.74 (139) | 4.12 (17) | 3.85 (245) | 4.11 (28) | 4.27 (91) | 4.25 (4) |
| with what you do during your free time? | 3.79 (1359) | 3.90 (48) | 3.91 (152) | 3.65 (20) | 3.77 (250) | 4.07 (28) | 3.87 (92) | 3.20 (5) |
| How safe do you feel . . . | | | | | | | | |
| in your home? | 4.29 (1367) | 4.35 (46) | 4.55 (155) | 4.42 (19) | 4.30 (249) | 4.30 (27) | 4.58 (92) | 4.50 (4) |
| in your neighborhood? | 4.12 (1362) | 4.30 (47) | 4.47 (154) | 4.37 (19) | 4.15 (249) | 4.25 (28) | 4.42 (92) | 4.00 (4) |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.35) and least satisfied with the amount of choices they have in their lives (mean of 3.40).

